

Agenda

GSE Customer Council Meeting

Tuesday, December 14, 2004

1:30 p.m. – 4:00 p.m.

Hoover Bldg. – Level A – EMD Conference Room

Meeting called by: John Bradford, Chairperson

Attendees: Patrick Deluhery-GSE; John Baldwin-DOC; Major Darrel Cox-DPS; Jennifer St.John-DNR; Marcia Spangler-DPH; Mary Jane Olney-AG & Land Stewardship; Greg Anliker-Elder Affairs; Charlie Smithson-Ethics; Ruth White-Human Rights; Peggy Sullivan-Judicial; John Bradford-Member of Public; Bob Straker, AFSCME; Roger Johnson, Cultural Affairs.

Agenda topics

Call To Order	John Bradford
Approve Minutes of November 16, 2004 (Action Requested)	John Bradford
Opening Remarks	Pat Deluhery
Role of Customer Council	Mollie Anderson
Customer Satisfaction Survey	Patti Allen
Office Supply & Travel Contract – Update	Debbie O’Leary
Space Allocation/Measurement of Spaces	Dean Ibsen
Mail Charges – Update	Greg Anliker
Financial Reports (Updates)	Denise Sturm
Business Plans – updates	Pat Deluhery
GSE Transformation Efforts	Pat Deluhery
DAS Dispute Resolution and Service Complaint Process (Action Requested)	Linda Plazak
Open Discussion	John Bradford
Adjournment	John Bradford

Next Meetings

January 14, 2005 (Friday) 8am–10am Hoover/A-Level EMD Conf. Rm
February 11, 2005 (Friday) 8am–10am Hoover/A-Level EMD Conf. Room
March 11, 2005 (Friday) 8am–10am Hoover/A-Level EMD Conf. Room

Web Sites:

FY 2006 Rates: Financial Background information – link at <http://das.iowa.gov>.

FY2006 –Rates – Customer Comments link at <http://das.iowa.gov>

2005 Utility Guide located at:

http://www.das.iowa.gov/images/word_docs/homepage_docs/RateGuide1.pdf/

DAS Web Site: <http://das.gse.iowa.gov>